#### **Self-Inventory**

It is suggested that the discussion facilitator duplicate the following questions for the viewers to use as a personal checklist or as a discussion tool after watching the video.

- In what ways might my patients view my relationship with them differently than I do? How can I tell when there are such differences?
- 2. Do I listen open mindedly to what my patients tell me? What biases or assumptions do I have that interfere with my ability to listen carefully?
- 3. Do I believe that my patients can improve and recover? How do I offer patients hope?
- 4. Do I include patients in the treatment planning process? What kind of expertise do they offer? How can we arrive at mutually acceptable treatment goals?
- 5. Do I show patients respect? What actions convey respect to patients?

#### 7

# Discussion Questions Following the Video

These questions may be used with mental health professionals, or with professionals and mental health consumers together after showing the video.

- 1. Based on watching the video and completing the self-inventory, which ideas had the greatest impact on you?
- 2. What types of communication helped or hindered your relationships with patients?
- 3. What would help you to improve consumer recovery?

What are some ways you could

improve your relationship with consumers?

### 8

4.

### Partial List of Resources Center for Mental Health Depression and Bipolar

#### Substance Abuse and Mental Health Services

Services

Administration
Department of Health and
Human Services
SAMHSA's National Mental
Health Information Center
P.O. Box 42490
Washington, D.C. 20015
(800) 789-2647
Web site:
www.mentalhealth.org

Consumer Organization

#### and Networking Technical Assistance Center (CONTAC) P.O. Box 11000

Charleston, WV 25301 (888) 825-TECH (8324) Web site: www.contac.org National Alliance for the Mentally III (NAMI)

2107 Wilson Boulevard

Arlington, VA 22201-3042

Suite 300

(800) 950-6264 Web site: www.nami.org

## Support Alliance 730 N. Franklin Street Suite 501

Chicago, IL 60610-7224 (800) 826-3632 Web site: www.dbsalliance.org

#### Center (NEC) 599 Canal Street Lawrence, MA 01840

(800) 769-3728 Web site: www.Power2u.org

Association (NMHA)
2001 1 N. Beauregard Street
12th floor
Alexandria, VA 22311

(800) 969-NMHA Web site: www.nmha.org National Mental Health Consumers' Self-Help

Clearinghouse

1211 Chestnut Street Suite 1207 Philadelphia, PA 19107 (800) 553-4KEY (4539) Web site: www.mhselfhelp.org

# Creating Successful Practitioner-Consumer Alliances Closed Captioned, VHS (18 minutes)

Partners in Recovery:







Center for Mental Health Services Manic-Depressive Asso

For more information contact (800) 789-2647 or www.mentalhealth.org

#### **Introduction**

Communication . . . Trust . . . Respect.

These are the fundamental building blocks of an effective practitioner-consumer (patient, client) relationship. Mental health professionals are on the front-lines in helping people to grow, and to reclaim and improve their lives. Building an effective relationship is central in achieving positive outcomes and possibilities for consumer recovery.

It can be challenging, at times, in this era of managed care, limited resources, and rapid health care delivery to develop meaningful and effective therapeutic partnerships.

In this videotape consumers and practitioners share their stories of what worked and also what did not work in building constructive relationships. These stories will provide an opportunity for reflection on what practitioners can contribute toward creating effective partnerships for recovery.

3

This videotape builds upon recommendations made at four consumer-clinician roundtable discussions. In separate sessions between consumers and psychiatrists, psychologists, psychiatric nurses and social workers, participants explored ways to improve communications and relationships.

The videotape was then developed under the guidance and financial support of the Center for Mental Health Services, Substance Abuse and Mental Health Services Administration, U.S. Department of Health and Human Services, through a contract with the National Depressive and Manic-Depressive Association (National DMDA).

### Description

This video is a compilation of interviews with people who have mental illness and with psychiatrists. The mental health consumers represent a broad array of ages, cultures, viewpoints, and experiences with psychiatrists and other mental health professionals.

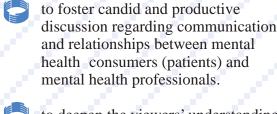
4

The psychiatrists have extensive experience in treating people with mental illness. Perspectives on how best to foster therapeutic alliances are shared. Topics include recovery, hope and empowerment, providing information, consumers as experts, and family and peer support—concepts basic and essential to every mental health professional in establishing a therapeutic relationship.

### Intended Audiences

The video is designed to be viewed by psychiatrists, psychologists, social workers, nurses, and other mental health professionals providing services to those with mental illness and their families. The video will be most effective if time is made available after watching the video for discussion and persons with mental illness participate in the viewing and discussion. Using a facilitator may be helpful. The video is 18 minutes long, but it is recommended that 50-60 minutes be allowed for viewing and discussion.

# Purpose of this video



- to deepen the viewers' understanding and awareness of how mental health consumers feel about their relationships with their mental health professionals.
- relationships with their mental health professionals.

  to stimulate mental health professionals to reflect upon their own perceptions, assumptions
- and behaviors in their relationships with consumers.

  to improve the skills of mental health professionals in forming therapeutic

relationships.